

Appendix H – Generic Order Flow Business Model

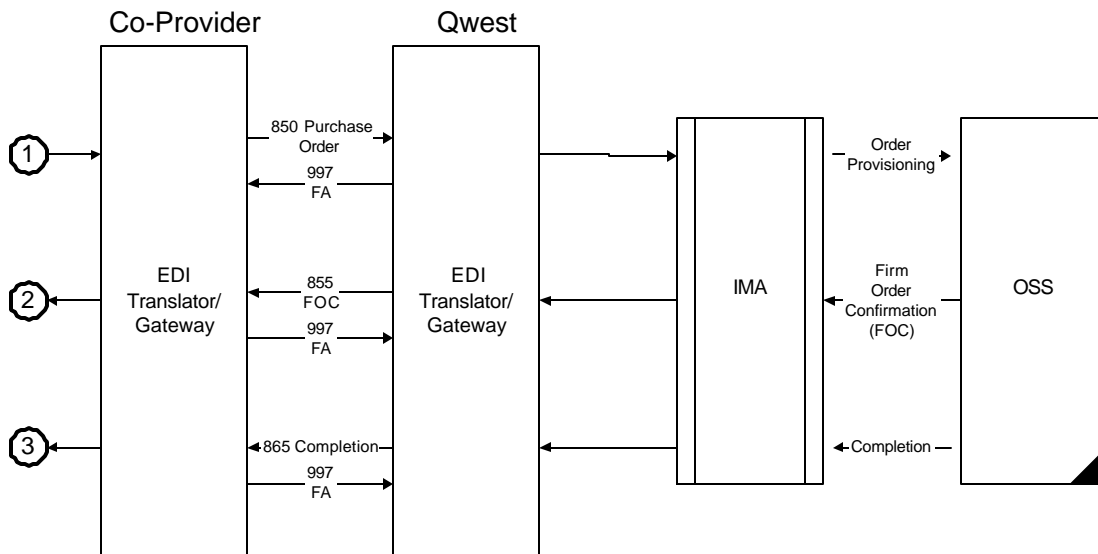
Business Model

Normal Order Flow

The following diagram depicts a normal 850 Purchase Order flow. A normal order flow means:

- No errors, fatal or non-fatal
- No jeopardy situations
- No supplemental order will be issued.

Normal Order Flow



1. A Purchase Order is initiated by the Co-Provider, translated by the Co-Provider's Translator/Gateway to an 850 Purchase Order, and passed to the Qwest Translator/Gateway. Qwest's translator performs a syntax check and returns a positive 997 Functional Acknowledgment (FA) to the Co-Provider. The translator then maps the 850 Purchase Order to an application file format Interconnect Mediated Access (IMA). The IMA gateway is a middleware that performs order content edits and interacts with the Service Order Processor (SOP) in the Operating Support System (OSS). When the resulting service request passes all SOP edits, it becomes a pending order.
2. After the SOP accepts the pending order, a Firm Order Confirmation (FOC) message is sent to IMA. The IMA gateway formats and forwards the FOC message to the EDI Translator/Gateway, where the message is mapped into an 855 FOC and transported to the Co-Provider's Translator/Gateway. A 997 Functional Acknowledgment will be returned to Qwest to confirm the receipt.
3. Upon completion of the service order request, the SOP generates a Completion Notification to IMA. The IMA formats and forwards the Completion Notification to the Translator/Gateway where the message is mapped to an 865 Completion and transported to the Co-Provider. A 997 (FA) will be returned to Qwest to confirm the receipt.

Exception Order Flow

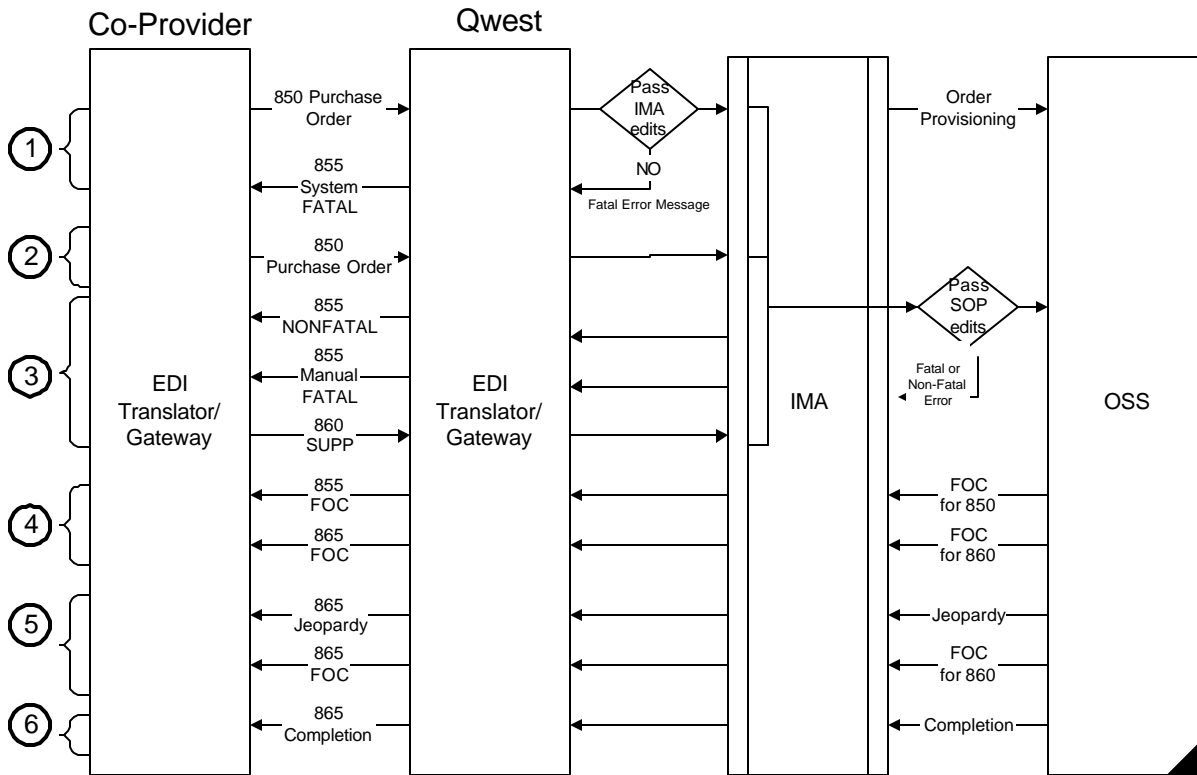
Exception flow exists when an 850 Purchase Order encounters an error. Fatal errors are errors detected by the IMA system or manually detected by the service center. The difference between system and manually generated fatal errors is detailed in the Fatal Error Response Transaction chapter of this document. Fatal errors prevent the order from processing. To correct a system generated fatal error, the original request must be corrected and resubmitted using the same PON and version where the error originally occurred, or submit a new PON. To correct manually generated fatal errors a corrected request with the same PON and incremented version should be submitted. If the Qwest Interconnect Service Center (ISC) erroneously generates a Fatal Error response for a LSR, the LSR can be placed back into the normal process with or without a supplement being sent. The decision to issue a supplement is at the CLEC's discretion.

An 850 Purchase Order may encounter a non-fatal error generated by the service center. To correct a non-fatal error, the Co-Provider may send a corrected request with the same PON and incremented version to correct the errors or they may choose to call the ISC representative to discuss the errors. When discussing the errors with a service representative, the service representative may choose to request a supplemental order or take a verbal correction from the Co-Provider. When the service representative accepts a verbal correction from the Co-Provider, an 855 FOC will be returned to the Co-Provider with the CFLAG marked and the corrections noted in the remarks section of the LSR. If the Co-Provider does not respond to the electronic notification of the non-fatal error prior to FOC within two Qwest ISC business hours, the service center will send a manually generated fatal error to the Co-Provider, and the fatal error flow is used.

After the fatal or non-fatal error is corrected, the SOP accepts the pending order and an 855 or 865 FOC is sent. If an error is found on an order after a FOC has been received, or if there is a problem meeting the commitment on the local service request, an 865 Jeopardy will be sent.. When the error has been corrected, Qwest will send a FOC as defined in step 2 of the normal order flow.

The diagram below illustrates possible exception responses to the 850 or 860 Purchase Order. For simplicity, associated 997 Functional Acknowledgments are not reflected in the diagram.

Exception Order Flow



1. If an 850 Purchase Order fails IMA edits, an 855 System Fatal is returned to the Co-Provider with one or more fatal error codes.
2. The Co-Provider, having received the 855 System Fatal, needs to correct the 850 Purchase Order with the same PON and version or submit a new PON, and re-send the 850 Purchase Order as an original request.
3. If an 850 Purchase Order receives a Manual Fatal, the Co-Provider should resubmit the request with the same PON and an incremented version.

If an 850 Purchase Order receives a non-fatal error, the Co-Provider can either resubmit the request with the same PON and an incremented version or call the service center to discuss the error(s).

4. When the 850 Purchase Order or 860 Supplemental (SUP) is posted to the SOP, an 855 FOC or an 865 FOC will be returned to the Co-Provider. This confirmation means the SOP has accepted the 850 Purchase Order or 860 Supplemental (SUP) and provisioning of the service has begun.
5. If an error is detected after the FOC is sent, or if there is a problem meeting the commitment on the local service request, an 865 Jeopardy Notice will be sent. If the jeopardy is caused by Qwest conditions, Qwest will negotiate a new due date and send a new FOC. If the jeopardy is caused by non-Qwest conditions, the Co-Provider must submit a supplemental request to correct the condition with the same PON and incremented version number as the original request. If this jeopardy caused the due date to be missed, the supplemental request must include a revised due date.
6. Upon completion of the service order request, an 865 Completion notice will be sent.

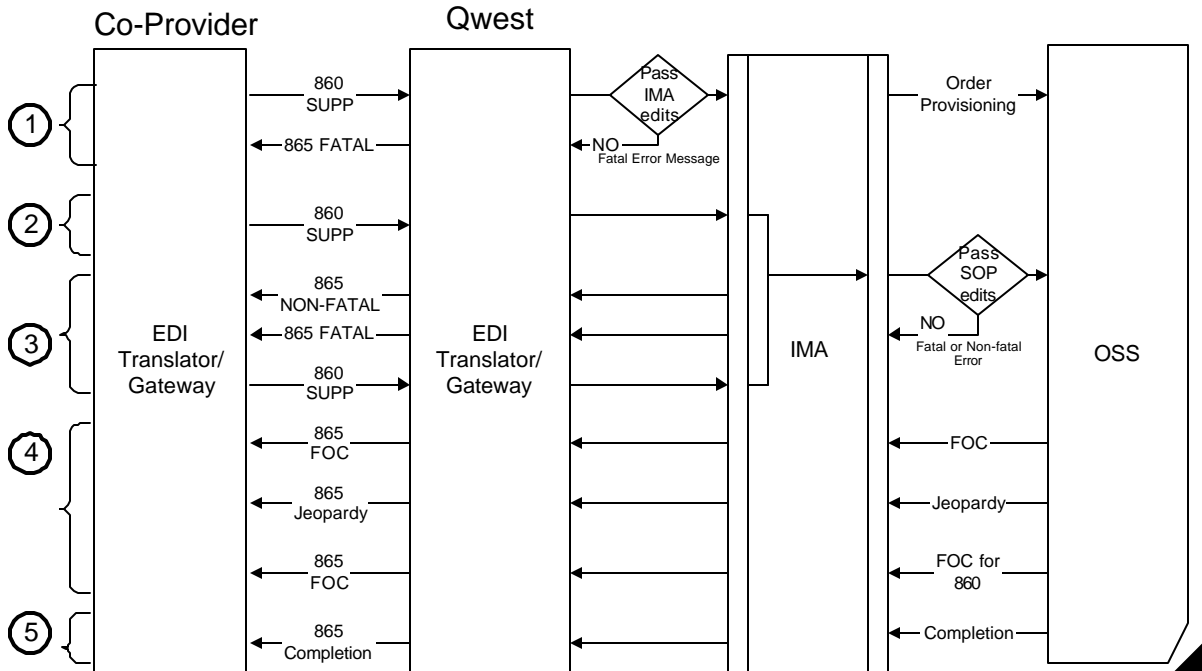
Supplemental Order Flow

An 860 Supplemental (SUP) is issued when the Co-Provider has a need to change an 850 Purchase Order before or after it is posted in Qwest's SOP. The starting VER number of an 860 Supplemental (SUP) is 2 because the original 850 Purchase Order is assumed 1.

For every 860 Supplemental (SUP) issued, an 865 FOC may be returned if the 860 Supplemental (SUP) is processed and passes both IMA and SOP edits before receipt of a subsequent 860 Supplemental (SUP). If a system generated 865 FATAL is returned, the 860 Supplemental (SUP) must be corrected and re-issued with the same PON and version. If a manually generated 865 FATAL is returned, the 860 supplemental (SUP) must be corrected and re-issued with the same PON and incremented version. The difference between system and manually generated fatal errors is detailed in the Fatal Error Response Transaction chapter of this document. If a non-fatal error is returned, the Co-Provider may send a corrected request with the same PON and incremented version to correct the errors or they may choose to call the ISC representative to discuss the errors. When discussing the errors with a service representative, the service representative may choose to request a supplement or take a verbal correction from the Co-Provider. When the service representative accepts a verbal correction from the Co-Provider, an 865 FOC will be returned to the Co-Provider with the CFLAG marked and the corrections noted in the remarks section of the LSR. If the Co-Provider does not respond to the electronic notification of the non-fatal error prior to FOC within two Qwest ISC business hours the service center will send a manually generated fatal error to the Co-Provider, and the fatal error flow is used.

After the fatal or non-fatal error is corrected, the SOP accepts the pending order and an 855 or 865 FOC is sent. If an error is found on an order after a FOC has been received or if there is a problem meeting the commitment on the local service request an 865 Jeopardy will be sent..

Supplemental Order Flow: Co-Provider Initiated Change



1. If the 860 Supplemental (SUP) fails the IMA edits, an 865 System Fatal Error, 865 FATAL, will be returned to the Co-Provider with one or more fatal error codes.
2. The Co-Provider should resolve the errors and re-submit the 860 Supplemental (SUP). While an 860 Supplemental (SUP) is in progress, the Co-Provider should wait until the current 860 Supplemental (SUP) is confirmed (865 FOC) or an error is received (865 FATAL or 865 Non-Fatal) before issuing another 860 Supplemental (SUP).
3. If an 860 Purchase Order receives a non-fatal error, the Co-Provider can either resubmit the request with the same PON and an incremented version or call the service center to discuss the error(s).

If an 860 Purchase Order receives a Manual Fatal error, the Co-Provider should resubmit the request with the same PON and an incremented version.

4. When the 860 Supplemental (SUP) is posted to the SOP, an 865 FOC will be returned to the Co-Provider. This confirmation indicates that the SOP has accepted the 860 Supplemental (SUP), and provisioning of the service has begun

If Qwest has a problem meeting the commitment on the local service request, and the CLEC has chosen to receive notification via IMA EDI, a Jeopardy Notification will be issued. If this occurs, an 865 Jeopardy Notification is sent. If the jeopardy is caused by Qwest conditions, Qwest will negotiate a new due date and send a new FOC. If the jeopardy is caused by non-Qwest conditions, the Co-Provider must submit a supplemental request to correct the condition with the same PON and incremented version number as the original request. If this jeopardy caused the due date to be missed, the supplemental request must include a revised due date

If an error is found after the FOC is sent, an 865 Jeopardy will be sent.

5. Upon completion of the service order request, an 865 Completion notice will be sent.